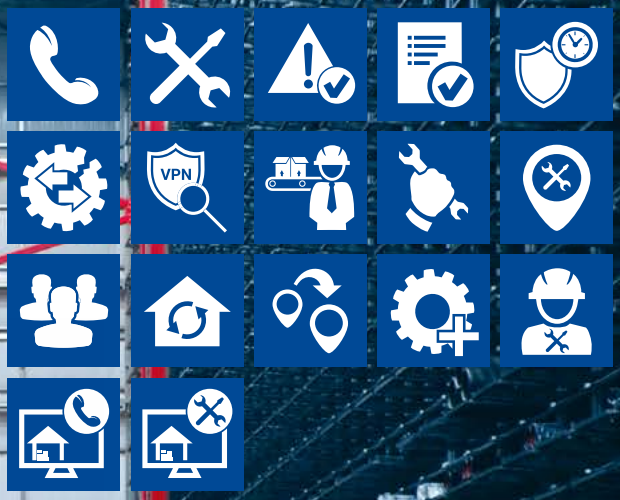
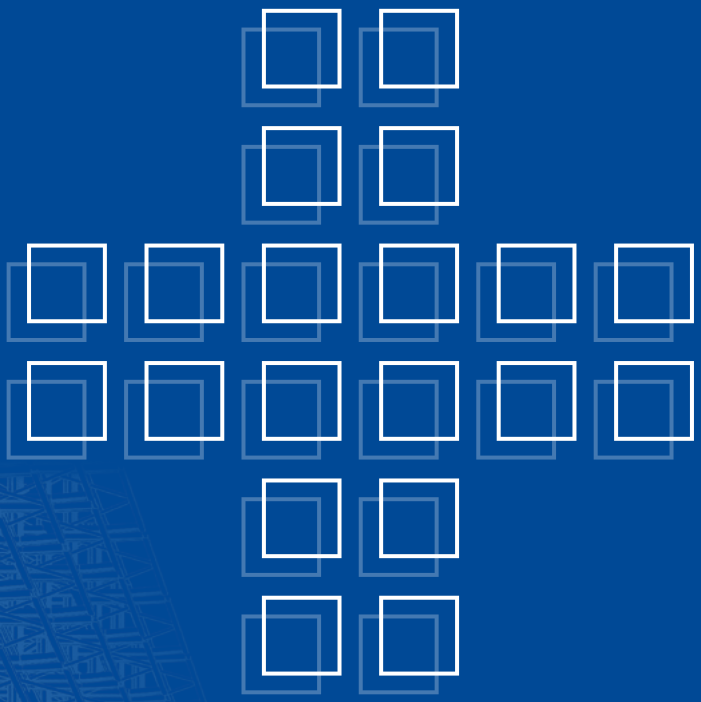
technical service and support



fehr

Fehr offers innovative one-stop **warehousing solutions,** developed with many years of experience and the commitment to constantly break new ground.



Welcome to Fehr!
We create automated warehousing solutions from a single source — with reliable precision based on many years of experience and a willingness to break new ground. We develop and implement customized solutions for you that make your material flows more connected, agile, and efficient.

Get to know us and discover how we can make you fit for the digitally driven supply chain.
Thomas Lehner – CEO Fehr Group

Since 1949, Fehr has been a reliable partner for integrated intralogistics solutions and a pioneer in the automation of material flow and storage of bar stock and sheet stock made of steel, aluminum, plastic, wood and glass.

Our modular systems are used across industries and around the world. They cover automated storage, flexible handling, and the commissioning of pipes, rods, bars, profiles, beams, sheets, and plates.

Highest throughput, short cycle times, and maximum operational reliability — that's what our solutions are designed for. Precisely tailored to the requirements of steel producers and service centers, profile manufacturers, and other manufacturers — e.g., in window or machine construction — as well as in the sheet metal sector, they are capable of handling both high-performance environments and compact production sites.

Whether for a new system or retrofit projects — we stand for tailor-made end-to-end solutions that combine mechanical precision, digital connectivity, and intelligent control — from planning, production, installation, and software integration to lifelong support, right where our customers need us.

With service and innovation hubs in Switzerland, Germany, the USA, Poland, France, and Italy, we accompany our customers every step of the way and create solutions that make their material flows more efficient, connected, and more agile.

1949

Hans Fehr founded an engineering office focusing on logistic solutions for long goods.

1970

With an innovative sliding system for cassettes on the rack, Fehr developed the basis for **Fehr Honeycomb,** which is still a market leader today.

1972

A revolutionary gripper system guarantees careful handling of materials through friction-locked movement sequences.

1974

The first storage and retrieval machine with two pull-out devices for cassettes in the steel-trading sector is put into operation at Carl Spaeter GmbH.

1983

Satellite technology allows materials to be handled without load-carriers for the first time.

1993

The first fully automated pick system is developed by Fehr and installed in Sweden.

2007

Fehr Multi Tower is incorporated into the product range.

2012

With **Fehr WMS,** Fehr begins to implement its own software solution.

2014

It becomes possible for the first time to simulate the material flow on a computer using customer data.

2015

Founding of our own in-house production (Fehr Lagerlogistik GmbH) in Ubstadt-Weiher (Germany).

2017

Founding of our branch office in the USA, Charlotte, North Carolina.

2019

Market introduction of self-sufficient material stocking, including tube/bar separation, integrated into processing machines and fully integrated into **Fehr Multi Tower.**

2024

Establishment of Fehr branches in Warsaw (Poland) and Hagenau (France).

The majority owners of Fehr Group AG acquire Matter Srl. in Bibbiano (Italy).

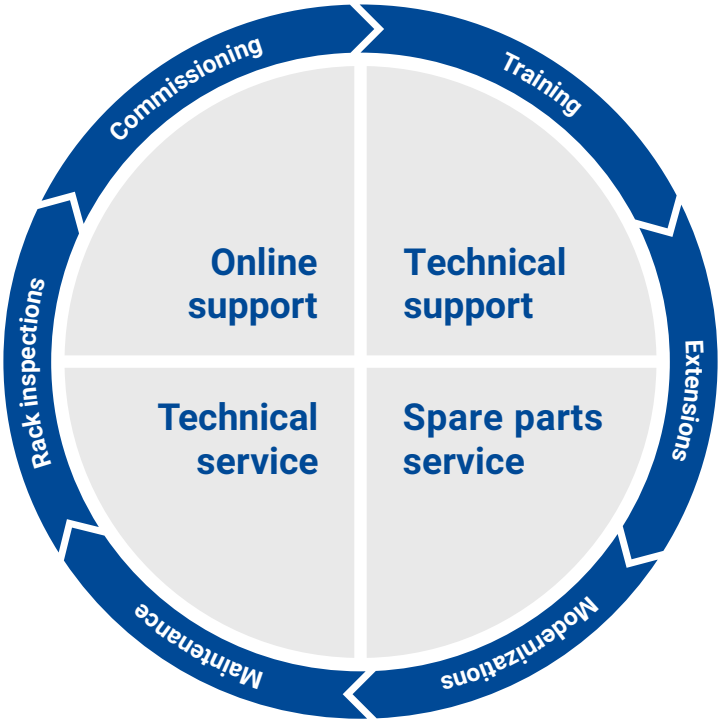
You need to be able to depend on the functioning of your storage system at all times. Suitable lifecycle management with regular maintenance and tailor-made services can help you sustainably secure the return on your investment.

Lifecycle management

Fehr Lagerlogistik AG's technical service and support will manage your system – from assembly through commissioning to later modernization. Be it mechanical engineering, electronic controls or warehouse-management software, be it via remote access, by hotline or a visit to your premises: we are the people to speak to about all after-sales matters as we can guarantee that your Fehr product will receive the appropriate technical care.

We invest continuously to this end. In our staff's know-how, in our infrastructure – and therefore in your satisfaction. Your suggestions will help us to even better satisfy the high demands that you justifiably make.

Our Technical Service & Support Organization is structured so that all processes – from commissioning to rack inspection – that are relevant to optimum lifecycle management may be handled by a single team. For you, this means transparency, just a few contact partners and short routes. For your system, it means a longer lifespan and secured value retention.



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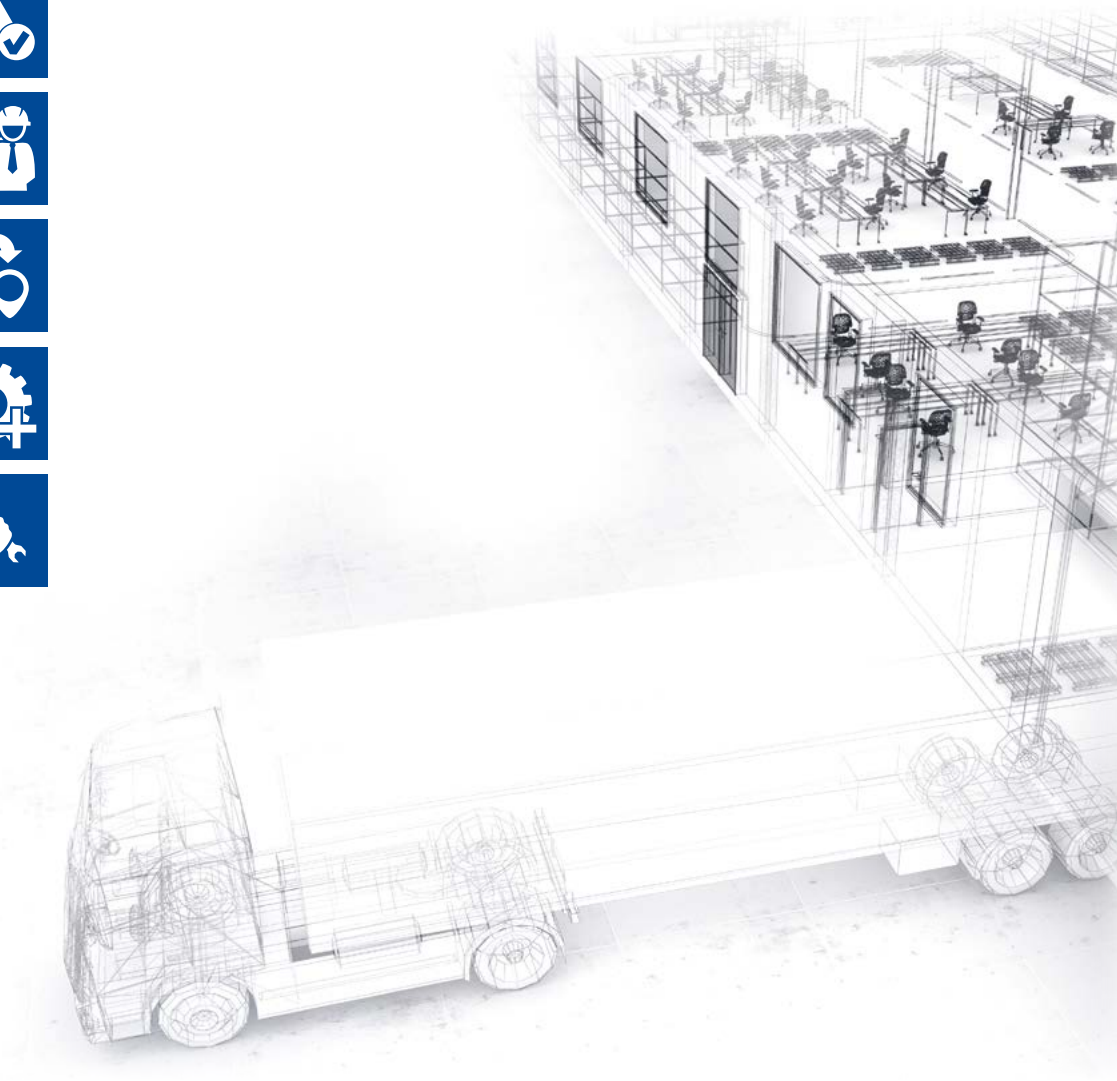
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Fehr's services have been structured into modules. Which means that you will be able to combine the individual services that you actually need with each other. It's also possible to tailor service contracts to suit your specific requirements.

Service portfolio





More information about **Fehr Support**

Services

Fundamental services are already “included” with the purchase of your system and therefore won’t cost you a thing. From assembly to commissioning and during the entire period of operation, we will be at your disposal should you need us. For example, you can rely on a dense network of service locations and efficient replacement part management.

SPARE PARTS SERVICE

With our replacement part management, we ensure that you have the right replacement parts and resources in the right place at the right time. We would be glad to put together a personalized replacement part package for your system.

ASSEMBLY, TRAINING, COMMISSIONING

We will put up your system with our trained staff. This guarantees seamless commissioning.

PRODUCTION ACCOMPANIMENT

New systems frequently throw up many new questions. Our technical engineers are always at hand to provide advice and assistance during the initial period of production.

SERVICE POINTS IN EUROPE AND USA

Our dense service network covers Europe, Canada and the USA, allowing us to deploy quickly on site.

Tailored services are available to you at any time.

We will also be at hand to provide solutions and answers to all other questions and problems that extend beyond the scope of our standard services. Whether it’s additional training or system repairs and modifications that you need: our individual services enable us to provide the support you require at the place you require it.

TRAINING AND COURSES

Increase your staff’s know-how and familiarize new employees with their tasks using the targeted and competent training that our team is able to provide.

SYSTEM UPDATE

Future-oriented modernization will protect your investment and guarantee reliable operations for years to come.

RELOCATION

You’re planning to relocate your production facilities? We’ll also be glad to put our experience at your disposal here.

CONVERSION AND EXTENSION

We’ll assist you with the modification and technical implementation of work flows and processes by ensuring that your system is adapted to the new requirements.

REPAIR SERVICES

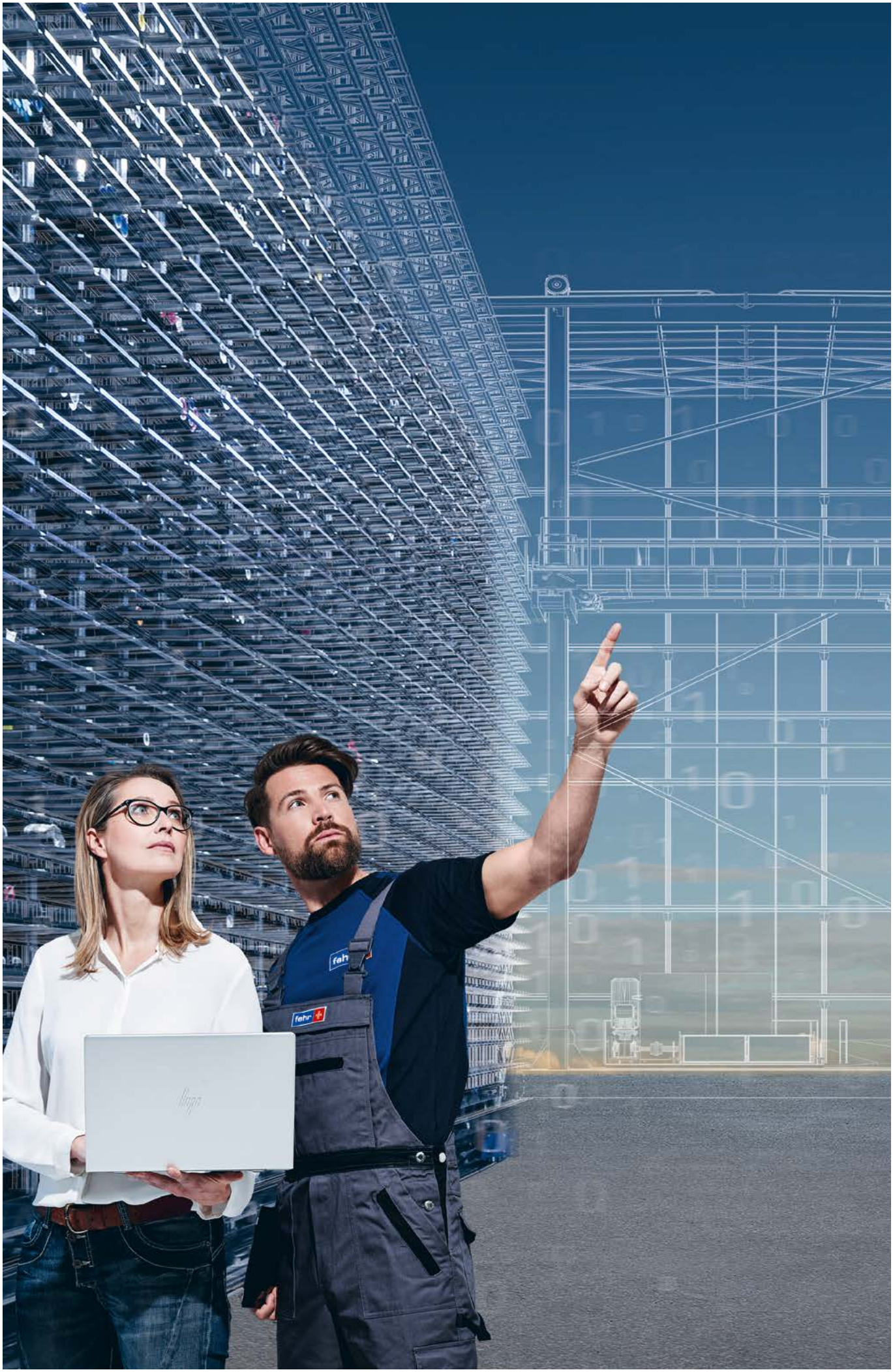
Be they planned or unplanned – it goes without saying that we carry out repair work competently and rapidly.

VPN MONITORING

Remote maintenance access service from Fehr to the customer

The individual modules can be combined in the form of a tailor-made service contract.





Service contracts

Our Individual Modules

The modules for your service contact can be selected according to your needs. If necessary, you can always add modules.

As a contract customer, you benefit from faster service. Your maintenance budget can be planned ahead. And you'll save on the hourly rates, because we pass on the economic benefits to you.

Your benefits:

- **Individually combined**
- **System-specific**
- **Service privileges**
- **Reduced hourly rates**
- **Regular checks of the system status**
- **Maintenance budget can be planned ahead**

BASIC SUPPORT

Response / Availability

- Faster response times by phone, email and remote access
- Faster deployment of technical engineers
- Cheaper than using hotlines only when needed
- Faster provision of spare parts

MECHANICAL MAINTENANCE

Costs and Weekend

- More favourable hourly rate for repairs and maintenance
- Preferential treatment with weekend and night-time deployments
- 5% discount on all spare parts

FUNCTION AND SAFETY CHECKS

Cost Saver

- As a favourably priced addition to mechanical maintenance
- For the appraisal of your own maintenance staff

RACK INSPECTION
IN ACCORDANCE WITH DIN 15635

One-Stop Shopping

- Rack (and PPE) with a single service
- No one knows the system better than we do
- No administration required by the customer, because Fehr will keep its eyes on the schedule

WARRANTY EXTENSION

Fixed Budget / No Worry

- We'll handle everything
- No variable costs
- All the benefits of the Basic Support and Mechanical Maintenance modules

WMS SUPPORT

Response / Availability

- Faster response times by phone, email and remote access
- Greater system availability
- Test systems managed for faster troubleshooting

WMS MAINTENANCE

Safety / Early Recognition

- System monitored by automated and manual monitoring systems
- Greater operational reliability through database and system-performance monitoring
- Proactive software maintenance during ongoing operations

Combination opportunities

Most of Fehr's service modules are provided independently of service contracts. Certain services, however, require specific requirements to be met. This applies particularly to warranty extensions. We will only be able to promise such extensions if fundamental support is ensured and regular maintenance is being carried out. Function and safety checks as well as rack inspections in accordance with DIN 15635 also require Basic Support services. All other service modules are also available individually.

Combinable individual modules **with** service contract

- BASIC SUPPORT
- MECHANICAL MAINTENANCE
- FUNCTION AND SAFETY CHECKS
- RACK INSPECTION IN ACCORDANCE WITH DIN 15635
- WARRANTY EXTENSION
- WMS SUPPORT
- WMS MAINTENANCE

Requirements

- MECHANICAL MAINTENANCE
- BASIC SUPPORT
- RACK INSPECTION IN ACCORDANCE WITH DIN 15635

Available as needed **without** service contract

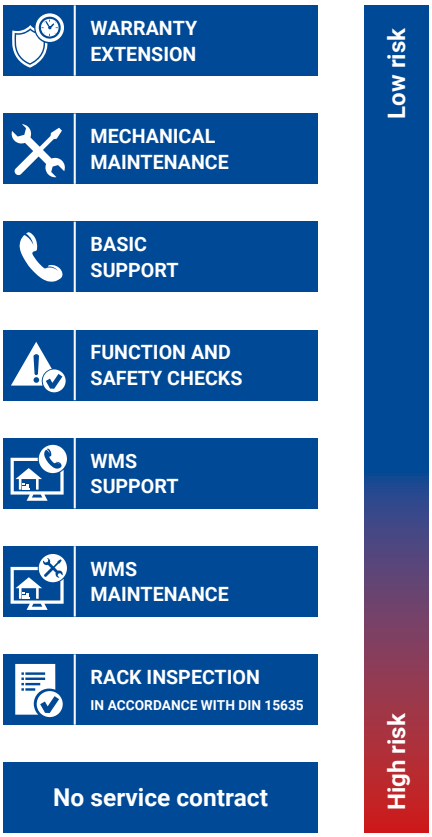
- BASIC SUPPORT
- MECHANICAL MAINTENANCE
- FUNCTION AND SAFETY CHECKS
- RACK INSPECTION IN ACCORDANCE WITH DIN 15635
- WMS SUPPORT



Spreading the risk

Fehr systems are extraordinarily reliable and long-lived when they are regularly inspected and maintained.

But even if anything should ever happen – you're well protected with Fehr's range of services. Our modular principle allows you to select the optimum solution to your safety requirements and will take account, for example, of whether your production facilities operate in shifts or not, whether your company employs its own maintenance staff and how long your business can do without the system should it ever fail. You can reliably prevent unexpected downtimes and thus losses while continuously increasing operational safety with the help of tailored maintenance packages.



+ Systematic location of potential losses with corresponding improvements
+ Continuous improvements
+ Sustainable investments in the system
+ High operational reliability
+ High productivity
+ Fixed budget costs

- Risk of systematic errors and financial losses
- No ongoing improvements to the system
- Investment in the system not protected
- High safety risk
- Risk of financial loss caused by downtimes
- Unidentified maintenance costs

Calculating prices

A large proportion of Fehr's service modules use flat-rate models to simplify their use by customers and make handling easier.

BASIC SUPPORT

- Basic per month
  Monday – Friday
  8.00 a.m. – 5.00 p.m.
- Advanced per month
  Monday – Friday
  6.00 a.m. – 10.00 p.m.
- No contract
  Cost per case plus working time

MECHANICAL MAINTENANCE

- Pricing according to system complexity
- Pricing by day/night/ Saturday/Sunday
- Pricing according to frequency
- Hourly rate

FUNCTION AND SAFETY CHECKS

- Pricing according to system complexity
- Pricing by day/night/ Saturday/Sunday
- Pricing according to frequency
- Hourly rate

RACK INSPECTION
IN ACCORDANCE WITH DIN 15635

- Pricing according to system complexity
- Pricing by day/night/ Saturday/Sunday
- Hourly rate

WARRANTY EXTENSION

- Pricing according to system complexity
- Only in conjunction with other modules
- Hourly rate

WMS SUPPORT

- Basic per month according to software complexity
  Monday – Friday
  8.00 a.m. – 5.00 p.m.
- Advanced per month according to software complexity
  Monday – Friday
  6.00 a.m. – 10.00 p.m.
- No contract – cost per case plus working time

WMS MAINTENANCE

- Flat per month

Varying modules create the necessary scope to meet your respective operational requirements while taking your individual budget into account.



Your individual service package

Are you unsure or do you have any other questions regarding which service package is the one that's best for you? We'd be glad to arrange a meeting and help you decide.

BASIC SUPPORT

- ☐ Monday – Friday 8.00 a.m. – 5.00 p.m.
- ☐ Monday – Friday 6.00 a.m. – 10.00 p.m.

MECHANICAL MAINTENANCE

- ☐ Once a year
- ☐ Twice a year
- ☐ Three times a year
- ☐ Weekdays
- ☐ Night shift
- ☐ Weekend

FUNCTION AND SAFETY CHECKS

- ☐ Once a year
- ☐ Twice a year
- ☐ Three times a year
- ☐ Weekdays
- ☐ Night shift
- ☐ Weekend

RACK INSPECTION IN ACCORDANCE WITH DIN 15635

- ☐ Weekdays
- ☐ Night shift
- ☐ Weekend

WARRANTY EXTENSION

- ☐ Individual inquiry

WMS SUPPORT

- ☐ Monday – Friday 8.00 a.m. – 5.00 p.m.
- ☐ Monday – Friday 6.00 a.m. – 10.00 p.m.

WMS MAINTENANCE

- ☐ Via remote access





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Ideas become solutions with **Swiss precision:** Fehr offers a wide array of solutions and services, all from our one-stop shop.

- Long goods and sheet-metal storage
- Conveyor equipment
- Industrial paternosters
- Handling systems
- Special designs
- Material flow analyses
- Industrial automation
- Inventory management
- Plant modernization
- Maintenance/service
- Remote maintenance
- Online ERP interfaces
- Online saw interfaces
- Spare parts management
- Automated parking system

BASCHNEGGER AMMANN PARTNER

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